

## Ending a Tenancy

June 2015

### Introduction

This guide explains what happens when you wish to end your tenancy with Southern Housing Group.

This summary applies to all rented tenants with Southern Housing Group Ltd..

### When should I give notice?

Under the terms of your tenancy agreement you are required to give us a minimum notice period to end the tenancy.

#### Weekly Rent

This is four weeks notice for tenants paying weekly rent. The tenancy must always end on a Sunday.

#### Monthly rent

This is one calendar month for monthly paying tenants.

If the tenancy is ending because a tenant has died, please see our Quick Guide entitled 'When a tenant dies'.

You can end your tenancy by writing to us, but if you are not sure what information you need to give, you will need to write, email or telephone the Customer Service Centre to let them know that you would like to leave the property.

They will send you a Notice of Termination of Tenancy form, which you must complete and return. The Notice of Termination of Tenancy form can only be completed by residents named on the tenancy agreement.

Without a letter or Notice of Termination of Tenancy form, your tenancy will not have legally ended.

### Will you inspect my property?

We will need to inspect the property before you leave so that we may assess what, if any, repairs or redecoration are required and which may be your responsibility.

You may be charged for any work identified as your responsibility or damage you may have caused.

### Viewings

We might ask that you allow us bring people to see the property before you move out. This is so that we can allocate it without delay. Your tenancy requires that you give us reasonable access for this.

### Should I clear out the property?

At the end of your tenancy you will be charged the cost of removing any possessions left in the property and for any cleaning that is needed to bring the property to a reasonable condition for re-letting.

Southern Housing Group does not provide storage facilities. If you leave any goods at the property once you leave, these will be removed and disposed of at your expense. There is a section on the Notice of Termination of Tenancy form where you can tick if you would like us to store your goods at your expense, otherwise we will dispose of any goods left at the property.

## Should I get my meters read?

On the day you move, take readings for any gas, electricity or water meters at your old address. Make sure you inform the utility companies that you are moving, and provide them with a forwarding address.

Turn off your water at the stopcock and gas meter before leaving. Switch off electricity at the fuse box. But don't ask for these services to be disconnected.

## Further information

If you would like any more information on this or any of our other policies or services please contact our customer service centre or go to our website [www.shgroup.org.uk](http://www.shgroup.org.uk). Contact details can be found on our webpage, on our Information Card or in Open Door- your residents' newsletter.

## Feedback and Complaints

If you have something to say about the Group's policies and procedures or the information we provide on them then let us know. Please address this feedback to Policy Services Team c/o PO Box 643, Horsham RH12 1XJ or email to [servicecentre@shgroup.org.uk](mailto:servicecentre@shgroup.org.uk) marking the email 'Policy Feedback'.

If you have a complaint then either our Customer Service Centre or local staff will attempt to deal with it and resolve it. If we can't find a solution in this way, or if you prefer to deal with the matter more formally, then our complaints procedure will help you. Ask the Customer Service Centre for a leaflet which tells you how your complaint will be handled.

All complaints are dealt with in strict confidence. Our commitment to fairness means that you will not be treated differently if you make a complaint about our service.

For help with translations, or if a large type, Braille or taped summary would be useful, contact the Service Centre.

<b>Arabic</b>	لتلقي المساعدة في الحصول على نسخ مترجمة أو إذا كان من المفيد بالنسبة لكم تلقي نسخ مطبوعة بطباعة مكبرة، أو بطريقة برايل للمكفوفين، أو مسجلة كملخصات على شريط تسجيل صوتي، فيرجى الاتصال بمركز الخدمة <b>Service Centre</b> .
<b>Bengali</b>	অনুবাদে সাহায্য পেতে হলে অথবা বড় অক্ষর, ব্রেইল অথবা টেপে রেকডকৃত সারসংক্ষেপ শুনতে চাইলে সার্ভিস সেন্টারকে 0300 303 1682 নাম্বারে ফোন করুন।
<b>French</b>	Contactez le Centre de services pour obtenir de l'aide sur les traductions, ou si un résumé en gros caractères, en Braille ou enregistré s'avère nécessaire.
<b>Somali</b>	Si lagaaga caawiyo turjumista ama haddii aad jeclaan lahayd farta waaweyn, farta indhoolayaasha (Braille) ama warbixin kooban oo cajilad ku duuban, la xirii Xarunta Adeegga.
<b>Spanish</b>	Si necesita traducciones o resúmenes en letra grande, Braille o casete, póngase en contacto con el Centro de Servicios.
<b>Turkish</b>	Tercüme konusunda yardım için, veya iri puntolu, Braille körler alfabesi ile yazılmış ya da ses kaydı olarak bir özet isterseniz, 0300 303 1683'ten Hizmet Merkezi'ni arayın.